

















SYSTEM FLOW CHART PIZZA COMPANY Figure 9 **CALL CENTER** Operator From Figure 3 Start of coupon CSR script Orders (A). "Do you have a coupon? The CSR's screen Please indicate by Start of credit card will pop with all of saying yes or no. script. the cusotmers data. IVR records respose "Would you like to use your credit card The CSR answers the call "This is to pay for your purchases Please say IVR tests response. N (agents name) how yes or no ' many I serve you, Mr./Mrs. Cusotmer." CSR receives respose. "Please tell the coupon identification number located on the coupon." The CSR listens IVR tests response. N to the caller's request CSR enters coupon id number. CSR Records Input. System searches for "Please tell me the match in the database credit card type "Ok, let me repeat your you would like to use.' order, (state the order). is that correct." Is there a match. N CSR inputs customers selected card type. The number you entered Order is correct? is for the (state coupon value) coupon. "Please tell me your credit card number.' CSR hears respose CSR inputs the Goto Figure 10 credit card number. CSR Delivery/Pickup IVR tests response. N "Please tell me your credit card experation date From Figure 10 CSR Delivery/Pickup. CSR inputs the Bad credit card experation date. Is k>=37 coupon script CSR repeats Credit type, number, and 'I'm sorry I can't find the coupon. Please enter the # again". experation date. "Is this correct." k = k + 1CSR hears respose. 'Your total comes to \$XX.XX"

IVR tests response N

End of credit card

script.

"Mr./Mrs. Customer, Thank you for choosing Pizza

Company. Your

Pizza will be delivered in XX minutes Enjoy your pizza."

END

